



Data Privacy Notice

Introduction

The Haven Community is a Centre providing services to Adults at Risk. Members (Service Users) with disabilities, learning needs or sensory impairment are supported to have aspirations and with help from us to undertake a variety of tasks and learn new skills, with the emphasis of becoming increasingly more independent.

The Centre is founded and operated on Christian principles. We encourage our Members to focus on their abilities and to undertake activities that are stimulating and interesting which in turn helps them to keep active and mobile. We also provide access, to those who wish to, to explore the Christian faith.

Through our activities, we ensure that, as far as is possible, our Members have the same opportunities as everyone else to enjoy social interaction, experiences, craft work, communication, challenges and the outdoors.

Data Protection

As is required under the new Data Protection requirements (GDPR) organisations are required to make available a Privacy Notice, as well as having other documents available, to those that have an entitlement to request them. That stated below forms the basis of that commitment.

Your personal data – What is it?

Personal data belongs to a living person who can be identified from that data. Your identity can be made by the information alone or with any other information in the data controller's (HDC) possession or likely to come into such possession. The processing of personal data is governed by General Data Protection Regulation (GDPR).

Who are we?

HC is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

How do we process your personal data?

HC must follow the rules under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining a lot of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by making sure that all personal data is protected by using the correct technical measures and these measures are put in place.

Any paper records are stored in cupboards in the office or by the Chief Executive. All offices are locked at night. All PC's, laptops and tablets are password protected and only used by the staff or volunteers of HC. Photographs are taken with the HC camera which is kept at the day centre overnight.

We use and hold your personal data for a variety of purposes, acknowledging that not all applies in every circumstance or to every person since this Privacy Notice is applicable to all Members, Staff, Volunteers ... :

- To maintain our accounts and records;
- To manage our employees and volunteers;
- To record your activities, choices, funding information, medical information, to ensure your wellbeing and risk assessments to keep you safe.
- To inform you of news, event, activities and outings arranged by HC.
- To share certain information as necessary with Local Authorities, Social Workers, Dieticians, Speech Therapists, Emergency Services, Physiotherapists... to provide the best care for you. Initials are used along with a personal identification number when contacting Local Authorities and health providers. Initials are used when contacting Care providers. First names are used around the centre. An initial for surnames may be required in the instances of shared forenames. (We are seeing an increase in secure messaging being used between local authorities and ourselves)
- To provide our Trustees and Staff with necessary information to meet both Charity Commission and legislative and legal requirements.
- To provide our prayer partners with non-personal or confidential information as necessary.

What is the legal basis for processing your personal data?

- Explicit consent from the data subject so that we can keep you informed about news, events, activities and services.
- Processing is necessary for carrying out legal obligations in relation to Gift Aid or under employment, social security or social protection law, or collective agreement;
- Processing is carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided: -
 - The processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and
 - There is no disclosure to a third party without consent.

Why do we keep your personal data?

We keep personal data for many reasons. Which is dependent on whether you are a member, Trustee, Volunteer, Carer/Care Provider, staff or prayer partner:

- We hold Care Plans, Risk Assessments, Medical information to enable you to have a for your wellbeing.
- Some information is legally held on file for at 7 years (or longer as is required) for checking by Auditors, Safeguarding, HMRC and other authorities or for insurance purposes.
- We have a brochure which includes photographs of the Centre and occasionally our Members. This brochure may be issued to people who are interested in joining the day centre.
- HC website includes pictures of activities carried out and of our Members. This a portfolio of the Day Centre.
- Consent for us to hold certain data can be withdrawn at any time in writing, though there may be legal reasons requiring us to maintain the information beyond receiving such a request.

Sharing your personal data

Your personal data will be treated strictly confidential and may only be shared with some of the people mentioned above. Not all information is shared with the people mentioned above but this privacy notice has been created to be used for; Members, Staff, Trustees, Volunteers, Speakers, Carers/Care Providers and Prayer partners. In respect of our Members we shall ask for their consent to share information unless there is a legal reason or duty of care to do so without consent. Matters of a Safeguarding nature over-rides GDPR legislation as there is a legal obligation to do so.

How long do we keep your personal data?

We keep data in accordance with the guidelines set. This information can be found in our Data Retention policy.

Your rights and your personal data.

You have the rights to a Subject Access Request (SAR) to look at specific data held by HC. You also have the right to ask for personal data to be erased where it is no longer necessary for HC to retain such data. You also have the right to withdraw consent to processing where we are permitted to do so.

Subject Access Requests can be denied. For example; personal data for purposes relating to criminal justice and taxation. However, each exemption will be considered on a case-by-case basis.

You have the right to lodge a complaint with the Information Commissioners Office, but they would expect that any concerns are first raised to the Charity, by writing to the Chief Executive, who would address or inform you how to escalate.

Further processing.

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use before commencing the processing and setting out the reasons and processing conditions. Where and when necessary, we will seek your prior consent to the new processing.

On NO account are volunteers or visitors permitted to use any electronic device to take photographs or recordings whilst at our centre or on trips and outings.

Contact details

To exercise all relevant rights, queries or complaints; Please contact HC in the first instance. Haven Community, Ruthven Road, Filwood Park, Bristol, BS4 1ST.

Call 0117 9851188 or via email www.simon.david@havendc.org.uk

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at:

The Information Commissioner's Office:

Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

See the following link for more information

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

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